



From the Desk of the City Manager

You may feel uncertain about what the future holds as the Coronavirus continues to spread. Thank you for being resilient. Since the health crisis began expanding, City employees have continued to provide services that are necessary to keep our local government up and running.

In addition, I realize you may have other responsibilities on top of the precautions you're taking to protect yourselves and others from the virus. In many cases, I've heard workloads have increased since the beginning of the year.

Thank you for handling the unforeseen demands. Your presence and hard work is appreciated. Please check your email and **FayettevilleNC.gov** as important decisions will be made about where we go from here. Again, I'm proud to say I'm seeing employees meet challenges with a can do attitude.

– City Manager Doug Hewett



The Facts About Masks

Greg Schaefer, Safety Officer

Surgical Mask

Surgical masks are used to protect others from the wearer of the mask. A surgical mask does not make a tight seal around the face and therefore is not rated to protect the wearer from anything. A face covering of any type will offer at least temporary or limited protection to the wearer.



KN95 Mask

A KN95 mask is an FDA cleared mask that if properly fitted, could prevent the wearer from contracting a virus and could prevent the wearer from spreading a virus. The paper of the KN95 will filter the Coronavirus but a proper Fit Test must be done to each individual wearer. Without a Fit Test, the KN95 is an improvement over the surgical mask but not a guarantee against preventing virus transfers.



Know your Ws!



WEAR
a cloth face covering.



WAIT
6 feet apart.
Avoid close contact.



WASH
your hands often
or use hand sanitizer.

@NCDHHS

#StayStrongNC

2020 CENSUS

Do Your Part. Be Counted.



my2020census.gov
FayettevilleNC.gov

Smith Featured in *Women's View*

Look for the "Wildcrafting" article in the June edition of *Women's View* magazine. Park Ranger Supervisor **Jennifer Smith** wrote the piece explaining what "wildcrafting" is and why various groups of people have enjoyed it throughout history. Included in the article is a recipe for pancakes made with an ingredient you can find in your yard! Smith details her own fascination with plants and shares resources for learning more about what's growing throughout Fayetteville.



Women's View magazine is free and available at multiple locations across Fayetteville. You can also read it online at <https://pubhtml5.com/bookcase/cjmj>

New Plant Education Exhibit On Display

"We have a new feature at Clark Park titled - **What's in Bloom**. It is a special table devoted to plant education located outside our front door, that displays cuttings and information about what is blooming in the forest at present. What is nice is that visitors can see it even while we are closed," Jennifer Smith, Parks & Rec Park Ranger Supervisor said.



Congrats to Recent Graduates

Grant Tebbe, son of Don and **Andrea Tebbe** (City Manager's Office, Sr. Admin Assistant) is graduating from Cape Fear High School. He will attend La Roche University and play for the university Lacrosse team.



Destiny Alana Delgado (niece) and Anthony Glen Jernigan (son) of **Maria Jernigan**, FAST ADA Paratransit Dispatcher are graduating high school.

Anthony is graduating from Douglas Byrd High School (Academy of Green Technology). He's a member of the Fayetteville Technical Community College Chapter of National Society of Leadership and Success. He's due to complete his Associate in Engineering Technology by summer 2021 at FTCC.



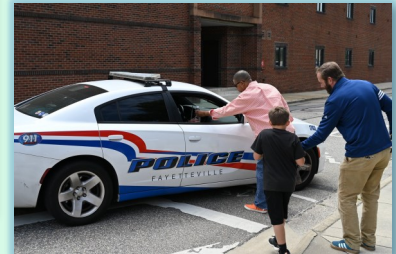
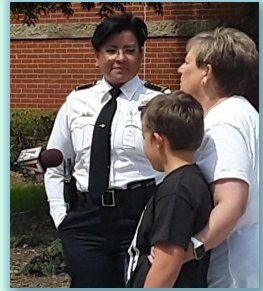
Destiny is graduating from Gray's Creek High School. Destiny begins classes at the University of North Carolina at Pembroke this fall. She'll study Forensic Psychology.



Jacie Campbell, daughter of **David Campbell** (Streets, Fleet Service Coordinator) & **Patricia Campbell** (Airport, Sr. Admin Assistant) graduated from Fayetteville Christian School on May 20, 2020. Jacie plans to attend the University of North Carolina at Pembroke and join the Doctorate of Physical Therapy program.

National Police Week

National Police Week was May 10-16. The Fayetteville Police Foundation provided lunch for the Fayetteville Police Department in honor of Police Week. Foundation Executive Director Cindy McCormic and Board Member Shawn Groover, along with interns, were there to thank police department staffers for what they do. Lunch was from Scrub Oaks Restaurant.



Mirror Lake Drive Reopens

Mirror Lake Drive is now fully open to traffic. Work to fix the portion of the road that was washed away by Hurricane Matthew was completed May 1. Thank you to the Public Services Department and others involved in the project!

Mirror Lake Drive Reconstruction

Before and After



Hurricane Matthew Damage 2016



Construction Complete 2020

Police Department Recruits

There are 22 officers in the upcoming Academy in July. They will complete six months of intense academy training and then about three months of field training.





fayTV.net

STREAMING ON YOUR SMART TV!








Meet Fayetteville's Most Senior Firefighter

Captain Michael Horne has worked as a Fayetteville firefighter for 33 years. He's currently located at Station #1. Captain Horne shared career advice and reflected on why he enjoys his duties.

Q. When did you start:

A. July 29, 1987

Q. Why have you stayed for so long:

A. Simply the love of the job and all the benefits that come along with it for your family.

Q. What are some of the things you enjoy about your job?:

A. The biggest part is the Brotherhood. The Brotherhood is like no other, knowing that everyone really cares for one another and is always there for you. Also, what little boy doesn't want to be a firefighter? Best job ever.

Q. Explain challenges you've faced on the job during the recent health crisis?:

A. Mainly just keeping everyone safe, we want to make sure we do not take anything home to our families.

Q. What skills can regular people learn to better help first responders before they arrive at a scene:

A. To keep calm is the first thing! Knowing how to get out and clear the area and allow the responders to work.

Q. What advice do you have for other less experienced firefighters?:

A. Pay attention, be alert, and always be acceptable of correction and be willing to learn.



National Transit Driver Appreciation Day



On Wednesday, March 18th, Fayetteville Area System of Transit (FAST) recognized its transit operators in observance of National Transit Driver Appreciation Day. This is an annual event to celebrate the services that public transit vehicle operators provide. FAST operators are tasked with staying on schedule, checking fares, giving directions, announcing stops, and remembering passenger requests. These professionals safely maneuver buses through unpredictable traffic, tough weather conditions, and tight spaces. The impact that bus operators have within the community is immeasurable and for that we say, thank you!



Doris Patterson, Transit Maintenance Worker



Candy to celebrate!



Juanita Glynn Melvin, Transit Dispatcher

Fire Training Academy begins June 1

19 recruits make up the incoming class. They'll train for six months which includes fire training, Emergency Medical Technician training and daily physical fitness exercises. Spread the word, the Fire department will need more staffers who enjoy helping others.

Visit fayettevillenc.gov to learn more about opportunities to apply and what happens after fire academy training!



City Call Center Q & A

Someone you know may have questions about city services like trash pickup and road repairs, so it's good to know the 1-FAY call center may have the answers. Currently, the 1-FAY call center is remote due to the COVID-19 pandemic. Customer Service Representative **Teresa Wanambwa** provided updates on problems they're tackling:

Q. Describe the types of calls you've received since the pandemic began:

A. We have received calls from residents asking - Is City Hall open? When will you pick up my limbs? What is going on with the landfill? When will the parks open?

Q. Explain how business is different these days:

A. Normally our call volume is more manageable. Due to COVID-19, calls have been 3 times more than normal.

Q. How many calls per week:

A. 1500-1700

Q. Changes the department made since the pandemic began:

A: We're working from home. Every Call Center Agent received a city cell phone as back up to contact residents or to use as an internet hot spot. Normally residents contact some departments directly but right now, we are the contact.

Q. How many employees working in department at this time:

A. 4 Agents, 1 Supervisor

Q. How quickly are issues getting resolved, or what is the process for getting an issue resolved:

A. If there is an IT issue it may take up to 2 days, depends on the issue

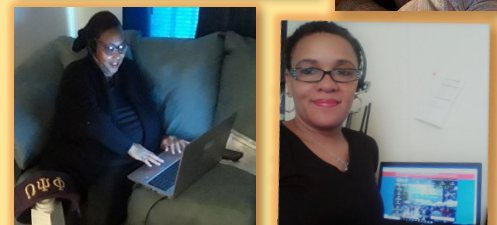
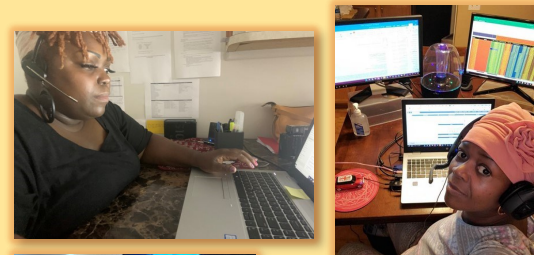
Q. Anything customers should know?:

A. Customers should continue to use our resources at www.fayfixit.com, also please check fayettevillenc.gov for additional information and alerts on city services

1-FAY Call Center hours: M-F 8:00am-5:00pm

Call Center phone #: (910)433-1329

Submit help requests via phone, voicemail, or fayfixit.com



Call Center agents pictured – Shaconnah Ragin, Rebecca Harris, Velda Brown-Jones, Detra Brown

FAST Extra Cleaning

Fayetteville Area System of Transit heroes have been working on the frontline since the start of Coronavirus pandemic. Some are pictured here taking extra cleaning and safety precautions.



Ruth McCallum – Transit operator, Caswald Sam – Transit Operator, John Thompson – Transit Operator, Larry Evans – Senior Automotive Service Aide

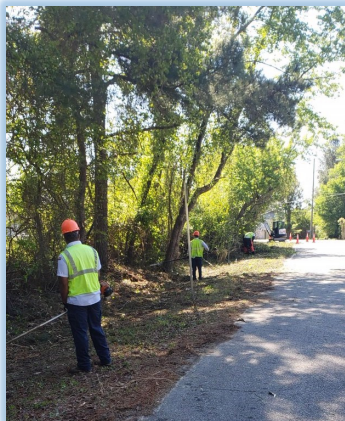


Street Crews Social Distance

City street crews practice social distancing on Horseshoe Road during the COVID-19 pandemic.

Pictured From left to right:

Lawrance Thornton, Brett Potts, Timothy Wesley, Jeffrey Carnell in excavator



Atlantic Hurricane Season June 1–November 30

Advice from Emergency Management Coordinator **Scott Bullard**, “We need drivers to respect the barricades (cones and barrels get moved and people drive into flood hazards). Also, turn around, don’t drown.”

Apps that could help save your life:



Cumberland Alerts



Ready.gov



FEMA

Virtual Building Inspections

Development Services Department

“During the COVID-19 pandemic, building never slowed down. Neither did the requirement for inspections slow down. Therefore, we came up with a safe method to conduct the close contact inspections using our cell phones or laptops. We call these Live RICE which stands for Live Remote Inspections and Code Enforcement. The state has permitted inspections to be made using modern technology rather than with the inspector physically seeing the jobsite items in person. The Live RICE inspections continue to be used on building, mechanical, and electrical inspections on an almost daily basis.”

– Dr. Gerald Newton, Development Services Director



Building Inspector Wayne Hall and Building Inspection Supervisor Crystal Pate were among the first city employees to conduct virtual building inspections in March.

For the latest COVID-19 Information as it relates to the City

FayettevilleNC.gov/covid19

WASH YOUR HANDS WITH SOAP & WATER FOR AT LEAST 20 SECONDS

FayettevilleNC.gov/covid19



Safety Committee Information

The Safety Committee moved to a Zoom meeting format and continues to conduct its regular meeting each month. On May 14, group members talked about sharing injuries and facilities audit posters and also ensuring employees get materials with updated information. Among other topics discussed were the Health and Safety Fair, which is still scheduled to happen in October. As well, nominations were made for a new Chair and Co-Chair for July 1.

The Committee meets every 2nd Thursday, and if you have a need you can reach out to a committee member.

Members include:

Matthew Hall (Economic & Community Development) Safety Committee Chairperson - Samantha McGill - Safety, Greg Schaefer - Safety, Jessie DeVane - Police, Jesse Oxendine - Public Services, Andrea Tebbe - City Manager's Office, Catina Evans - Development Services, Michele Lindo - Development Services Code Enforcement, Anne Laurie - Corporate Communications, Dawn Dula - Transit, Joseph Johnson - Construction Management, Tommy Stewart - Parks & Recreation, Kristen Biedermann - Human Resource Development, Robert Jackson - Permitting & Inspections, Sha'neka Murphy - IT, Lee Zeigler - Airport, Karen Estep - Finance, Dylan Cain - Public Services, Wallace Vincent - Public Services



Police Department Sews Masks

Members of the Police Department sew fabric masks during COVID-19 pandemic.

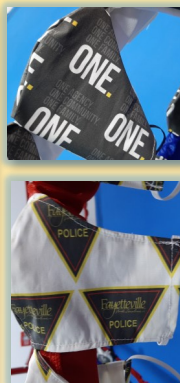
Uniform masks were also given to officers. One features the Police Department's "one" logo. The logo refers to the "one agency, one community, one family, one" slogan.



K9 Officer Snyder



Chief Gina V. Hawkins sews



Fayetteville Police Foundation
Cindy McCormick



Radio Technician Laura Leatherwood



Crime Prevention Specialist Iannone

**Stop the spread.
Stay home.**



co.cumberland.nc.us/covid19
FayettevilleNC.gov/covid19

CUMBERLAND
COUNTY
NORTH CAROLINA

CUMBERLAND
COUNTY SCHOOLS

City of
Fayetteville
North Carolina



**Produced by the City of Fayetteville
Corporate Communications Department**

Kevin Arata, Corporate Communications Director
Kenneth Mayner, Chief Branding Officer
Nacarla Webb, Public Information Specialist

The Fayetteville Frontline employee newsletter is produced quarterly.

If you would like to contribute to the newsletter in the future, please email at nwebb@ci.fay.nc.us.

Video Conferencing Security

City of Fayetteville
Information
Technology Department



With so many people now relying on video conferencing for contact with their friends, family and colleagues, it's no wonder why Zoom and other companies have seen a significant increase in daily connections. Unfortunately, the increase in these daily connections have made recent headlines due to issues related to privacy and security. Some security issues that arose from using these platforms have included:

- **"Zoom-bombing"** - Calls that are not set to private or password-protected can be accessed by anyone who inputs the nine to eleven digit meeting code. Allowing them to hijack the meeting and cause inappropriate disruption.
- **Malicious Links in Chat**
- **Stolen Meeting Links**
- **Data Shared With Third Parties**

Also be aware of these recent scams targeting teleworkers:

- Zoom/COVID-19 Phishing Emails
- CEO scam - an employee gets a message that appears to come from a company higher-up directing the person to wire money, transfer funds, send gift card codes, etc.
- Robo-calls for test kits and sanitation supplies
- Fake charities
- Coronavirus Map Tracking Sites

**Join the FayFit
Facebook Group!**



Find fitness advice and friends on the [FayFit Facebook](https://facebook.com/groups/fayfit) page. You'll see workouts, event notifications and more. Visit facebook.com/groups/fayfit and a request to join the group.



COVID-19 Cleaning and Disinfecting






By: Kristen Biedermann, Wellness Coordinator

A nasty virus has swept around the world, and it has become apparent that it is not going anywhere anytime soon. The good news is, just like many other viruses, COVID-19 is no match to a good disinfectant. This is only true, however, if you use the right product with the proper technique.

Routine cleaning of high touch areas will remove many viruses, along with COVID-19. Ideally, this should be done several times a day or more often as needed depending on the frequency of use. Make a list of all the areas to be sure not to forget any. This should include bathroom surfaces, door handles, handrails, and any areas frequently touched by multiple people.

The right technique is just as important as the type of cleaner. To decontaminate a surface, you need more than a quick swipe. The area should first be cleaned of dirt and grime, and then vigorously scrubbed. Make sure to use the right amount of disinfectant in combination and plan for enough time to work. Use enough disinfectant for the surface you are treating so that the surface remains visibly wet for the listed contact time. Contact time is the amount of time a surface must stay wet with the cleaner in order to effectively kill the virus. It is important to carefully read the label on any product you are using for proper usage, mixture, contact time, and any precautions.

There has been talk of many different types of cleaners and disinfectants to get rid of COVID-19. There are certain criteria for which cleaners will disinfect an area. Those that meet these requirements are registered with the Environmental Protection Agency (EPA) and are rated to kill a specific virus. The EPA provides a list of all products that meet the criteria [here: https://www.epa.gov/](https://www.epa.gov/)

Product	Contact Time	Notes
Soap & Water 	Vigorous scrubbing to create lather for 20-30 seconds	The virus encased in soap and water and can be washed away. Does not kill the virus, but rather rinse it off.
Bleach 	10 minutes * Refer to label for specific times & mixture	Cheap. Very effective at killing almost any virus, including COVID-19. It is very harmful to skin, surfaces, and a respiratory hazard. The solution also loses effectiveness quickly.
Clorox Disinfecting Wipes 	4 minutes *Refer to label for specific times.	Convenient and inexpensive. Follow the label for proper usage to disinfect the virus on various surfaces.
Lysol Disinfectant Spray 	10 minutes *Refer to label for specific times.	Convenient and inexpensive. Follow the label for proper usage to disinfect the virus on various surfaces.
Fantastik Multi-Surface Disinfectant Degreaser 	5 minutes *Refer to label for specific times.	Convenient and inexpensive. Follow the label for proper usage to disinfect the virus on various surfaces.

Working to Maximize 2020 Census Responses

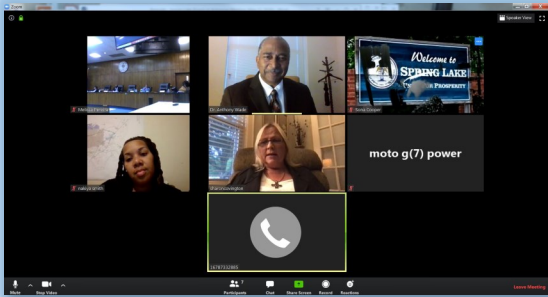
Human Relations Director Dr. Anthony Wade is Co-Chair of the Cumberland County Complete Count Committee. Dr. Wade answered questions about efforts to boost participation in our area. The new Census self response deadline is October 31, 2020. You can do it online, by phone, or mail.

Q. How has the committee promoted census participation recently, and what's the plan as we deal with COVID-19?

A. Because of restrictions on in-person and group interactions a lot of Census outreach is being done virtually. This includes Zoom videoconferencing presentations for local government leaders as well presentations for organizational stakeholder coalitions. Public Service Announcements created by the city's Corporate Communications Department are running on FayTV and on social media platforms. In addition to contracting with mainstream media outlets, Corporate Communications contracted with The Fayetteville Press, a historically Black newspaper, for a Census ad and Spanish-language TV station, Univision to support airings of the Census PSA ("They Also Count").

Q. What is the Census response rate in Fayetteville?

A. As of May 21, 2020, U.S. Census Bureau reported that self-response rate nationally is 59.9%, statewide it was 56.2%, Cumberland County is 54.8% and Fayetteville is 54.6%.



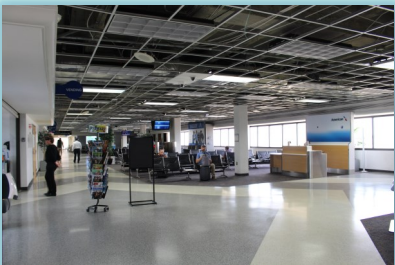
Dr. Wade completed a Census presentation to the Town of Spring Lake Board of Aldermen on May 11.



Senior City Planner, David Nash, crunching numbers for the 2020 Census.

Airport Project Update

Phase II terminal renovations are underway at Fayetteville Regional Airport. Like the airport Facebook page to keep up with progress.



Thomas Promoted to Crew Supervisor

"Wendell Thomas was promoted to Crew Supervisor in the Solid Waste Division in the Public Services Department. A native of Laurinburg, NC, Mr. Thomas has been with the City of Fayetteville since 2011 and had prior employment with the city. After high school in Scotland County, Mr. Thomas joined the United States Marine Corps. After his service, he served in other organizations as a supervisor prior to coming to Fayetteville. Thomas says he's looking forward to this opportunity. We are fortunate to have him." – David Thompson, Solid Waste Manager

